

The Alice Cross Centre

**LONE WORKING POLICY**

Version 3

July 2023

**Policy Revisions Record**

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| Version | Date | Review date |  |  |  |
|  |  |  |  |  |  |
| Version 1 | June 2015 | 11th March 2019 |  |  |  |
| Version 2 | 12th March 2019 | 23 July 2019 |  |  |  |
|  | July 2019 | July 2023 |  |  |  |
| Version 3 | July 2023 | July 2025 |  |  |  |
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**Introduction**

It is inevitable that some staff and volunteers working forthe Alice Cross Community Centre and its projects will need to meet and work with people at the Centre alone and on their own.

**Working Alone**

It is the responsibility of the Centre manager (“the Manager”) to ensure that staff and volunteers working alone are placed at no more risk than employees and volunteers who work together. The Manager and/or Volunteer Co-ordinator will monitor tasks being undertaken based on the skills/experience of staff and volunteers. **Staff and volunteers have a responsibility to report concerns, seek advice and must never attempt to undertake tasks for which they feel unprepared, are uncertain of or believe will place them at risk.**

**Support Systems**

The Manager and/or Volunteer Co-ordinator will explain to all staff and volunteers working alone the procedures for contacting them or the trustees to seek advice or support. In addition, they will establish clear channels of routine communication for each project under their management.

**Other Policies**

The induction of staff and volunteers working alone will pay particular attention to:

* Confidentiality Policy
* Safeguarding Policies

**Safe Lone Working Practices in the building.**

Whenever you are required to work alone you must keep to the following guidelines for working safely whilst alone.

* Do not put yourself at risk physically, e.g. climb or work at height, or lift heavy objects.
* Use common sense in making decisions on the tasks you are undertaking.
* Carry a mobile phone if possible
* Inform the Manager and/or Volunteer Co-ordinator that you are working alone and your expected finish time.
* If you think there are intruders in the centre building call 999 and do not try to intervene.
* When working alone in the building ensure that you lock the door after you have entered.

# Monitoring safety issues

* Lone workers must report incidents such as accidents and near accidents, including all incidents where they feel threatened. This includes incidents of verbal abuse.
* The Manager and/or Volunteer Co-ordinator will request that people working on their own report when there are any safety concerns. Lone workers are encouraged to seek help and advice if any safety concerns arise.

**Safe Lone Working Practices for Meal Delivery Volunteers and Staff Working Away From the Centre.**

* Wear your Alice Cross Polo Shirt (optional) and ID (essential).
* Show your ID to our customer, especially on the first visit.
* Ensure your mobile is fully charged,
* Check all customer notes before you leave the Centre, to ensure you are up to date with any new requests.
* Plan your journey, including a petrol check if you are driving, especially if you are a new Meal Delivery Driver.
* If you aren’t coming back to the Centre, please whatsapp the appropriate group to report that you have finished your delivery round or meeting.
* Report any incidents that may have arisen.
* If you feel at risk or under threat at any point during your shift, come back to the centre or phone the appropriate contact number, depending on the incident, e.g. low risk but need advice, call the office or the Manager, a more serious incident, call emergency services on 999.
* Remember your role is to deliver food to the front door. If any arrangements have been made with the client to enter their home for support, it will be in your notes.

**Lone Working Incident Reporting Form**

|  |  |
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| **To be completed by staff member / volunteer:** | |
| **Date** | **Time** |
| **Location** | |
| **Your name** | |
| **Client Supporting (if applicable)** | |
| **What happened:** | |
| **How do you think this could have been prevented?** | |
| **To be completed by the Manager:** | |
| **Actions for Manager:** | |
| **Date** | |
| **Staff / Volunteer Signature** | |
| **Manager /Volunteer Coordinator Signature** | |
| **Review Date:** | **Reviewed?** |

This policy will be reviewed every 2 years.

Signed on behalf of the Board of Trustees Date: 23 July 2023

Print Name: Sue Halfyard